

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 20 - Inland Agency

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	45	30	19	24	118
Estimated Number of Attendees	737	1,204	707	706	3,354
Estimated Number of Persons Provided Enrollment Assistance	0	0	125	22	147
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	3	2	1	4	10
Estimated Number of Attendees	96	137	25	1,265	1,523
Estimated Number of Persons Provided Enrollment Assistance	0	0	6	0	6
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	20	0	20
Estimated Number of Persons Received Any Enrollment Assistance	0	0	6	0	6
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	3	0	3
Enrollment Assistance MSP	0	0	3	0	3
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	4,300	4,300
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	1	0	1
Estimated Number of Persons Reached	0	0	30	0	30

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	1	11	8	20
Estimated Number of Targeted Persons Reached	0	1,800	7,575	4,585	13,960
Presenters					
HICAP Paid Staff					
Total Presenters	5	1	35	34	75
Total Hours for Length of Activities	23.20	5.00	62.50	56.25	146.95
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	3	3
Total Hours for Length of Activities	0.00	0.00	0.00	4.50	4.50
Other Presenters					
Total Presenters	0	0	8	16	24
Total Hours for Length of Activities	0.00	0.00	2.00	0.00	2.00
Area of Focus					
Dual Eligible with Mental Illness	40	35	34	12	9
Employer Termination - COBRA	0	0	5	4	3
General HICAP Information	0	0	3	0	3
Grievances / Appeals - Plan Issues	47	33	32	33	145
Long-Term Care / Insurance	21	17	3	1	42
Low Income Subsidy (LIS) / Application Assistance	1	1	0	1	3
Medicare (Parts A & B)	44	31	25	29	129
Medicare Advantage (Part C)	44	30	27	28	129
Medicare Fraud / Abuse	42	31	22	27	122
Medicare Prescription Drug Coverage (Part D)	22	21	7	4	54
Medigap / Medicare Supplements	41	30	24	27	122
Non-Medicare Fraud/Abuse	7	9	9	22	47
Other Topics / Issues (Health Specific)	0	0	1	1	2
	11	12	3	1	27

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	10	19	29
Preventive Care Benefits	15	27	18	24	84
QMB/SLMB/QI	37	26	16	11	90
Volunteer Recruitment	5	1	18	20	44
Targeted Audience					
African American	32	29	35	35	131
American Indian or Naitave Alaskan	1	7	25	31	64
Asian Indian	0	0	22	27	49
Caucasian	40	32	36	35	143
Chinese	0	0	21	29	50
Disabled	42	28	34	32	136
Dual Eligible Groups	5	1	20	18	44
Employer Related Groups	4	8	5	7	24
Family Member/Caregiver of Beneficiary	31	25	28	32	116
Filipino	0	0	21	28	49
Guamanian or Chamorro	0	0	20	27	47
Hispanic / Latino	36	31	34	34	135
Hmong	0	0	21	26	47
Japanese	0	0	21	28	49
Korean	0	0	20	29	49
Low Income	41	32	34	31	138
Medicare Beneficiaries	35	23	31	33	122
Medicare Pre-Enrollees	4	1	20	33	58
Mental Health	14	6	15	24	59
Mental Health Professionals	0	0	9	4	13
Native Hawaiian	0	0	16	24	40
Other	5	0	5	11	21
Other Asian	9	22	18	15	64
Other Pacific Islander	1	2	6	18	27
Partnership Outreach	0	0	14	23	37
Presentations to Groups in Language Other than English	13	9	4	0	26
Rural	12	14	22	24	72
Samoan	0	0	21	26	47
Socail Work Professionals	0	0	4	2	6
Some Other Race or Ethnicity	0	0	7	16	23
Vietnamese	0	0	21	27	48

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	867	1,163	1,060	910	4,000
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	2,657	2,748	1,554	663	7,622
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	2	4	24	31	61

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	593	972	668	894	3,127
Total Finalized Intakes	280	200	325	375	1,180
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	234	83	155	140	612
Aging into Medicare Postacd - CDA HICAP	0	0	10	18	28
CDA HICAP	3	5	5	9	22
CHA	0	0	0	0	0
CMS/Medicare	1	1	39	65	106
Friend/Relative	7	18	17	20	62
InfoVan	0	0	0	0	0
Internet	0	0	1	3	4
Mailings	0	0	6	20	26
Media	3	8	3	5	19
Other	6	7	21	34	68
Presentations	7	33	6	1	47
Previous Contacts	0	0	8	15	23
State Website	0	0	0	0	0
Missing/Not Collected	19	45	54	45	163
Mode of Client Contact					
Quick Call Contacts	555	1,223	1,023	1,231	4,032
Contacts by Telephone	223	57	262	304	846
Contacts In Person at home	1	5	2	3	11
Contacts In Person at site	86	157	88	77	408
Contacts by E-Mail	26	8	8	2	44
Contacts by Mail/Fax	0	0	16	19	35
Total Number of Client Contacts:	891	1,450	1,399	1,636	5,376
Contact Status Types					
General info	1	0	128	142	271
Detailed Assistance	0	0	195	245	440
Problem Solving/Resolution	0	0	41	19	60
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	53.40	90.30	83.40	72.05	299.15
Paid	68.11	61.25	76.14	111.01	316.51
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	12	22	16	38	88
Race					
African American/Black	6	3	7	2	18

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	1	0	1
Caucasian/White	46	58	64	40	208
Native Hawaiian	0	1	0	0	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	0	0	0	0
Filipino	1	1	1	3	6
Japanese	0	1	1	1	3
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	0	2	0	0	2
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	0	0
Two or More Race	0	2	0	1	3
Some Other race	0	7	6	4	17
Not Collected	227	125	245	324	921
Gender					
Female	151	94	189	223	657
Male	102	49	104	123	378
Not Collected	27	57	32	29	145
Monthly Income					
Less than 150% of FPL	62	46	103	127	338
Equal To/Greater than 150% of FPL	62	80	66	114	322
Not collected	156	74	156	134	520
Client Asset Limits					
Below LIS Asset limit	0	0	17	70	87
At or Above LIS Asset Limit	0	0	8	25	33
Not Collected	280	200	300	280	1,060

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	4	5	13	7	29
Limited English Proficient (LEP)	9	9	6	15	39
Dual Eligible	62	43	64	63	232
Medicare Status Due to Disability	38	24	42	31	135
Dual Eligible due to Mental Disability	0	0	1	3	4
Applying/Receiving Social Security/Medicare Disability	0	0	36	39	75
Age					
Under 60	16	10	19	11	56
60-64	13	12	13	30	68
65-74	44	66	43	34	187
75-84	5	18	15	8	46
85+	6	9	1	5	21
Not Collected	196	85	234	287	802
Marital Status					
Married	38	48	41	48	175
Never Married	12	7	2	5	26
Separated	2	4	1	4	11
Divorced	15	31	30	14	90
Widowed	16	34	20	16	86
Domestic Partner	0	1	0	0	1
Not Collected	197	75	231	288	791
Estimated Financial Saving					
Clients with Financial Savings	11	34	14	30	89
Estimated Dollars Saved	\$23,216.80	\$58,210.00	\$17,994.60	\$41,715.70	\$141,137.10

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	65	91	130	301	587
Benefit Comparisons/Explanation/Coverge Changes	70	103	185	214	572
Appeals/Grievances	4	0	2	4	10
Billings/Claims	12	21	16	16	65
Fraud/Abuse	0	0	0	1	1
Quality of Care	0	0	0	1	1
LTC/LTCI					
Enrollment/Eligibility Assistance	6	7	3	2	18
Billings/Claims	0	0	0	0	0
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	0	1	0	1
Other LTC	0	0	2	0	2
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	50	65	84	92	291
Benefit Explanation	61	91	79	90	321
Appeals/Grievances	0	0	1	0	1
Billings/Claims	0	2	2	3	7
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	1	7	0	1	9
Quality of Care	0	0	0	2	2
Plan Comparison	0	0	48	35	83
Marketing/Sales Complaints/Issues	0	0	0	2	2
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	67	101	103	183	454
Benefit Explanation	87	130	122	165	504
Appeals/Grievances	9	2	3	8	22
Billings/Claims	19	27	8	12	66
Fraud/Abuse	0	0	1	0	1
Coverage Changes/Disenrollment	18	29	12	13	72
Plan Non Renewal	0	0	0	2	2
Plan Comparison	0	0	65	76	141
Enrollment/Enrollment Asistance	0	0	59	66	125
Quality of Care	0	0	6	6	12
Marketing/Sales Complaints or Issues	0	0	1	1	2
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	15	5	19	102	141
Medi-Cal Application Assistance	0	0	5	28	33

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	35	19	92	157	303
MSP Application Assistance	0	0	25	50	75
Medi-Cal/QMB Claims	0	0	5	1	6
Fraud/Abuse	0	0	0	0	0
Other	57	55	53	11	176
Other					
Employer/Federal Health Benefits (FEHB)	7	16	16	19	58
Military Benefits	5	3	12	6	26
COBRA	1	0	0	4	5
Mental Health Topics	5	1	3	1	10
Fraud/Abuse	0	0	1	0	1
Other Health Insurance	0	0	8	4	12
Other	13	6	7	12	38
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	1	141	198	340
Eligibility/Screening	65	95	122	202	484
Plan Comparison	64	105	89	93	351
Enrollment/Anrollment Assistance	15	30	96	68	209
Billings/Claims	5	11	7	7	30
Coverage Changes	7	11	9	7	34
Re-enrollment	2	0	0	0	2
Disenrollment	0	0	0	2	2
TROOP	5	1	8	9	23
Other	29	2	9	3	43
LIS / Extra Help					
Eligibility / Screening	104	40	112	176	432
Benefit Explanation	0	0	51	118	169
Application Assistance	15	16	51	60	142
Claims/Billings	0	0	5	5	10
Appeals / Grievances	3	0	0	1	4
Other Prescription Drug CoveragePlans					
Union/employer	1	7	8	7	23
PPARx	0	0	3	3	6
Military Drug Benefit	0	0	1	2	3
Manufacturer Program	0	1	0	1	2
Other	3	2	6	1	12
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	1	1	4	8	14
Lag Time	2	1	0	2	5
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	2	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	3	1	4	6	14
Dosage problem	0	0	0	2	2
Data problems	0	0	0	0	0
Delay in medications	2	1	2	2	7
Incorrect Co-Pay/Can't Afford Co-Pay	0	1	0	0	1
Client reached donut hole	18	1	0	2	21
SSA Premium withheld	1	0	0	1	2
Appeals/Grievances	0	0	0	1	1
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	1	1	1	4	7
TOTAL MEDICARE PART D COMPLAINTS	1	1	1	4	7

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	3	4	3	2	12
Total duration of calls	13.38	0.21	0.20	0.00	13.79